

Daphne.Duke

249572
2012-177w/s

From: Lisa Sparrow
Sent: Wednesday, March 19, 2014 3:34 PM
To: Kelly Macaluso; Rick Durham; Tom G. Oakley
Cc:

Subject: RE: UI/TCWS customer service complaint

Ms. Macaluso,

Thank you for your constructive note and taking the time to write us. I believe our South Carolina President Rick Durham's note earlier this week should address your questions regarding the Boil Water Advisory incident, but I did want to follow-up. I apologize for the confusion. It must have been very concerning until you knew there had been no Boil Water Advisory for your home in the first place. Health and safety is our #1 priority, so we were disappointed as well that we caused you to question whether your water was safe (which at all times it was). There was a great deal of confusion internally given that all of the available documentation pointed to a correct repeal of the recent No Swim Advisory. It was not until someone walking through the situation several times with the individual that generated the notice understood that a mistake had been made in terms of what notice was actually sent. I apologize it took so long for that to be sorted out and to get out the correction.

You can rest assured that we are working to refine and improve this process such that this type of miscommunication cannot occur again. You can look forward to a note from Rick on this issue within the week.

Regards
Lisa Sparrow

From: Kelly Macaluso
Sent: Monday, March 17, 2014 2:51 PM

Subject: RE: UI/TCWS customer service complaint

Hello Ms. Sparrow and Mr. Durham,

I would like to formally register my concern over this week's debacle with TCWS/UI's notifications to residents of our community.

I have received two notices this week that the 'Boil Water Advisory' has been lifted. As you may already be aware, this is a problem because we never received a 'Boil Water Advisory' (BWA) notice.

This weekend's notification errors caused much stress and concern for my family as we have an elderly parent under hospice care in our home, and family members from across the

country have been here. We were left wondering if we had all been using and drinking water that was unsafe.

I contacted UI C/S yesterday (3/16) after receiving the last notification. I was told that there was some confusion but there appeared to be no Boil Water Advisory as the latest issue had been rescinded. I asked to be given the dates that Boil Water Advisory, both notices and lifting of notices that were issued this week. I was put on hold for approximately 15 minutes as the agent contacted the field technician. When he came back on the line, C/S agent told me that there was no BWA and it appeared that the notice we received earlier was actually supposed to be lifting the No Swimming Advisory. Additionally, it was suggested that Clover did have a BWA notice and they might have accidentally sent us the notice that boiling water was no longer needed.

We are aware that UI has had significant amount of problems in the operation of TCWS, but I'm wondering – does this sound like a major breakdown in systems or do you see this as normal in your company? As a business owner, I keep asking myself 'How can a business that operates in this way even stay in business?' The sad truth is because you are not being required to maintain even basic standards of business.

THIS IS UNACCEPTABLE! I NEED to know if we are safe drinking the water, using it in medical equipment and cooking for our family. It is not bad enough that we have endured such poor service, including lack of proper upkeep of the system for so long and the inability to go into the water next to our home, because of the frequent sewage spills. Now we cannot even feel confident that when we receive those regular calls from 800.272.1919, they are in any way accurate. Swim? Don't swim? Boil Water? Don't Boil Water? I have been patient, I have been cordial and professional. But at this point, I am appalled at the level of incompetence shown by Utilities, Inc., and here is my message:

This is our community and you are ruining it. GET IT RIGHT – OR GET OUT !

Kelly Macaluso

Daphne.Duke

249572
2012-17745

From: Lisa Sparrow
Sent: Wednesday, March 19, 2014 3:34 PM
To: Elizabeth Walles; Rick Durham; Tom G. Oakley
Cc:

Subject: RE: UI/TCWS customer service complaint

Ms. Walles,

Thank you for your constructive note and taking the time to write us. I believe our South Carolina President Rick Durham's note earlier this week should address your questions regarding the Boil Water Advisory incident, but I did want to follow-up. I apologize for the confusion. It must have been very concerning until you knew there had been no Boil Water Advisory for your home in the first place. Health and safety is our #1 priority, so we were disappointed as well that we caused you to question whether your water was safe (which at all times it was). There was a great deal of confusion internally given that all of the available documentation pointed to a correct repeal of the recent No Swim Advisory. It was not until someone walking through the situation several times with the individual that generated the notice understood that a mistake had been made in terms of what notice was actually sent. I apologize it took so long for that to be sorted out and to get out the correction.

You can rest assured that we are working to refine and improve this process such that this type of miscommunication cannot occur again. You can look forward to a note from Rick on this issue within the week.

Regards
Lisa Sparrow

From: Elizabeth Walles
Sent: Monday, March 17, 2014 1:47 PM

Subject: UI/TCWS customer service complaint

Hello Ms. Sparrow, Mr. Durham and Mr. Oakley,

I am extremely concerned by the current confusion about boil water advisories in my neighborhood and the clear implication that UI/TCWS cannot deliver proper customer service, as well as the potential for sickness that my neighbors, family and I are facing if indeed there were one to two boil water advisories in the past week that UI/TCWS has not made us customers aware of.

Neighbors yesterday mentioned we had a "boil water advisory" in effect. As I hadn't received a call from UI/TCWS, I called the company to confirm at 9pm last night. Customer service agent Amber advised me that "the Tega Cay subdivision, South Bend, and Clover" were under a boil water advisory. This advisory went in on Friday, 03/14/14, and was updated in the UI/TCWS system on Sunday, 03/16/14, at 1:24 pm to say that customers should boil water (one minute vigorously) until further notice. I was extremely upset to hear that as

I was on an all-liquid diet given the colonoscopy I would be undergoing this morning, so I consumed a lot of tap water yesterday.

However then my husband called back around 9:10pm and spoke with another UI/TCWS customer service agent, Latoya, who advised that we were not under a boil water advisory. She noted that a boil water advisory that went in on Friday, 03/14/14, came off as of 1:30 yesterday, 03/16/14, and that the water was okay to drink.

I did receive a "lift the boil water advisory" message on Thursday, 03/13/14 – however I did not receive the original "boil water advisory" that it referenced on 03/10/14. My friend has an extremely sick person living in her home and absolutely should not be drinking water that does not meet health/safety standards; I also prefer that my three young children and the rest of my family drink water that meets health/safety standards.

I consider it unacceptable that UI/TCWS's notification system makes these mistakes. Notably, there was a period of about three months when my home received two notifications (I would answer once and the second call would go into voicemail while I was on the phone) per incident (which resulted in many phone calls to my house as it was a period of high spills) which bothered me; however it bothers me even more to receive no notification.

Thank you for your consideration.